



ODYSSEY CHARTER SCHOOL - FAMILY CONCERNS RESOLUTION PROCESS

The Informal and Formal Family Concerns Resolution Processes are effective immediately and must be followed by Odyssey Charter Schools when a parent or student (herein referred to as “complainant”) has concerns about school policy or decisions made by OCS teachers or other personnel. NOTE: Complaints alleging unlawful discrimination, harassment, intimidation, or bullying based on actual or perceived characteristics, or the school’s failure to comply with the prohibition against requiring students to pay fees, deposits or other charges for participation in educational activities, or complaints relating to accommodations for lactating students do not fall under this policy, and should instead be addressed pursuant to Odyssey Charter Schools’ Uniform Complaint Procedure set forth in the Student and Family Handbook.

Step 1 - Informal Resolution of Family Concerns: Complainants are encouraged to resolve concerns and disputes about school policy and decisions made by teachers, staff and administration in an informal manner by requesting a conference with the appropriate Teacher/Staff member and their Principal or Department Head, (herein referred to as “Administrator”) to discuss the issue. If concerns are not remedied in a manner satisfactory to the complainant, the Formal Family Concerns Resolution Process should be pursued as outlined below. Informal conference requests should receive a confirmation of receipt within 24 business hours and a conference should take place within 10 school days.

Formal Resolution of Family Concerns Process – Level One, Two and Three

Level One - When to File a Level One Concern: A complainant whose concern has not been satisfactorily remedied through the Informal Resolution of Family Concerns conference may file a Formal Resolution Request utilizing the Odyssey Charter Schools’ Family Concern Form (FCF) located on the OCS website.

Level One – Initial Receipt: Within 15 days of the date the complainant first knew, or with reasonable diligence should have known, of the decision or action giving rise to the concern, an FCF may be submitted to the appropriate administrator. Receiving administrator will note the date, time on FCF. Administrator will confirm receipt with the submitter, in writing. If the administrator determines they are not the appropriate person to remedy the specific concern, the form will be given to the appropriate administrator for processing and the submitter will be informed of the new contact.



Level One - When to Involve Head of Schools:

If it is determined that the Head of Schools is the only administrator who has authority to remedy the concern, the FCF will be elevated to Level Two. Determination to Level Two is to be made within 48 hours of original receipt to allow ample time to remedy concern.

Level One - Resolution Process: The administrator will investigate the concern as necessary and hold a conference with the student or parent within ten (10) days after receipt of the Form or as soon thereafter as is practicable. The administrator must communicate with student/parent if the ten (10) day deadline will not be met. The administrator may set reasonable time limits for the conference.

Level One – Issuing the Determination: The administrator will provide the student or parent a written response within ten (10) days following the conference, explaining the basis of any decision to resolve the concern. In reaching a decision to resolve the concern, the administrator may consider information provided at the Level One conference and any other relevant documents or information the administrator believes will help resolve the concern.

Level Two – When and How to File a Level Two Concern: If the complainant did not receive a satisfactory response at Level One, or if the time for a response by the administrator has expired, the complainant may request a conference with the Head of Schools or designee to appeal the Level One decision. The appeal notice must be filed in writing, on a form provided by OCS, within ten (10) days of the date of the written Level One response or, if no response was received, within twenty (20) days of the Level One conference. After receiving notice of an appeal, the administrator shall prepare and forward a record of the Level One case to the Head of Schools. The student or parent may also request a copy of the Level One record.

Level Two - Required Documentation: The original FCF and all attachments initially submitted. All additional documents submitted by the complainant during Level One. All written communications issued and received at Level One and all attachments. Any other documents relied upon by administrators in reaching the Level One decision.

Level Two - Resolution Process: The Head of Schools or designee shall hold a conference with the complainant within ten (10) days after the appeal notice is filed or as soon thereafter as is practicable. The conference shall be limited to the issues presented by the complainant at Level One and identified in the Level Two appeal notice. At the conference, the complainant may provide information concerning any documents or information relied upon by the administration for the Level One decision. The Head of Schools or designee may set reasonable time limits for the conference.



Level Two – Issuing the Determination: The Head of Schools or designee is to provide the complainant a written response within ten (10) days following the Level Two conference, explaining the basis of any decision by the Head of Schools or designee to resolve the concern. In reaching a decision, the Head of Schools or designee may consider the Level One record, information provided at the Level Two conference, and any other relevant documents or information the Head of Schools or designee believes will help resolve the concern.

Level Three - When and How to File a Level Three Concern: If the complainant did not receive the relief requested at Level Two, or if the time for a response by the Head of Schools or designee has expired, the complainant may appeal the decision to the President of the Board of Directors. The appeal notice must be filed in writing, on a Level Three form provided by OCS, within ten (10) days of the date of the written Level Two response or, if no response was received, within twenty (20) days of the Level Two conference.

Level Three – Resolution Process: Upon receipt of a Level Three appeal, the Board President will determine whether to rule on the issue or whether the issue is appropriate for referral to the entire OCS Board of Directors for placement on the next regularly scheduled Board meeting agenda. If the Board determines to rule on the issue, the Board President shall hold a conference with complainant within ten (10) days after the Level Three appeal notice is filed or as soon thereafter as is practicable. The conference shall be limited to the issues presented by complainant at Level One and Level Two and identified in the Level Three appeal notice. At the conference, complainant may provide information concerning any documents or information relied upon by the administration for the Level One and Level Two decisions. The Board President may set reasonable time limits for the conference.

Level Three – Issuing the Determination: The Board President will provide the complainant a written response within ten (10) days following the Level Three conference, explaining the basis of any decision by the Board President to resolve the concern. In reaching a decision to resolve the concern, the Board may consider the Level One and Level Two records, information provided at the Level Three conference, and any other relevant documents or information the Board President believes will help resolve the concern. If the Board President determines it is appropriate to refer the issue to the Board for placement on the agenda of its next regularly scheduled meeting, the Board President will inform the complainant of the date, time, and place of the Board meeting at which the concern will be on the agenda. The Board President will determine whether the concern will be presented in open or closed meeting in accordance with the Brown Act, and will set reasonable time limits for the Board to hear the concern. The Board President will provide the record of the Level Two appeal to the Board. The complainant may request a copy of the Level Two record.